





**Mayor's Action Center**  
Service Level Attainment Compliance  
May 2011

Service Level Agreement	Target Performance		Current Performance				
Speed to Answer Calls	< :20						
Abandon Rate	< 5%						
Time on Call	< 2:30						
After Call Work	< :40						
Top 5 Service request	Weeds (3,499)	Animal (1,728)	Chuckhole (1,342)	Trash (1,208)	Aban Vehicle (400)		